

**U.S. MISSION PANAMA
VACANCY ANNOUNCEMENT
ANNOUNCEMENT NUMBER: 16-18**

OPEN TO: All Interested Candidates / All Sources

POSITION: **Computer Management Assistant, FSN-8**; FP-6***

OPENING DATE: March 11, 2016

CLOSING DATE: March 27, 2016

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident (NOR): US\$46,093 p.a. (Starting salary)
(Position Grade: FP-6)

**Ordinarily Resident (OR): US\$20,421 p.a. (Starting salary)
(Position Grade: FSN-8)

NOTE: ALL ELIGIBLE FAMILY MEMBER (EFM) APPLICANTS (See Appendix A) DO NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND RESIDENCY PERMITS ATTACHED TO THE APPLICATION TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Panama is seeking an eligible and qualified applicant for the position of Computer Management Assistant in the Office Information Systems Center (ISC).

BASIC FUNCTION OF POSITION

Incumbent serves as the FSN LAN Computer Management Assistant for American Embassy responsible for all unclassified hardware and software including the management and administrative responsibilities for the operations and activities of the LAN. The incumbent assist with installation, configuration, maintenance and controlling of OpenNet LAN about 355+ workstations of OpenNet and DIN connections to CDC, FAA, FCS, DAO, PD, TAT, and APHIS. The incumbent install, configure, maintain and control internal and external equipment, VPN routers, switches, repeaters and servers. The OpenNet system consists of 15 Central Servers (PD, Consular, Apps, File, SQL, Exchange, WEB, Print, SAVSE and Exchange and Application). The Open-Net network has nearly 355 + connected workstations, 418 users and 5 standalone PCs. The Wireless Internet system requires internal technical support, as well as external communications lines to provide connectivity to our Embassy staff on the NEC compound and the CMR compound. The incumbent, under the direction of the Computer

Management Specialist, will closely monitor, configure, follow-up operations, update security control, update newer version, backing-up data and maintenance of the Embassy's Windows platform applications.

A copy of the complete position description listing all duties and responsibilities is available on the Human Resources website: http://panama.usembassy.gov/job_opportunities.html

QUALIFICATIONS REQUIRED

NOTE: Although some of the information below has been provided in your application, all candidates must still address each qualification/requirement listed below with specific and comprehensive information supporting each item, on a separate sheet of paper. Failure to do so may result in a determination that the applicant is not qualified.

1. **Education/Experience:** Bachelor's degree in Computer Science, Information Systems or equivalent required **and** Four (4) years of progressively responsible experience in the operation, management or utilization of computer systems required; and at least one (1) of which should have been in providing computer user support, installation and operation of integrated business systems required.

OR

Education/Experience: Two (2) years of general college studies required **and** Six (6) years of progressively responsible experience in the operation, management or utilization of computer systems required; and at least one (1) of which should have been in providing computer user support, installation and operation of integrated business systems required.

2. **Language:** Level IV (Fluent) Speaking/Reading/Writing English language is required. Level IV (Fluent) Speaking/Reading/Writing Spanish language is required. (Testing will be conducted to determine the qualifications)
4. **Job Knowledge:** Must have a good working knowledge of Networking systems, applications and programming, and basic systems hardware analysis and design, including installation and troubleshooting techniques of DOS, GHOST, MS Office 2007/2010 Suite of Applications, Windows XP/Win7, Windows 2003/2008 Security functions, and remote access control, database server, MS SQL server, Oracle Server, MS Access 2007/10. Knowledge of use and function of internet systems and protocols required. Must have a good working knowledge of routers, switches, 802.11abn, Microsoft systems tools, and Cisco's architecture. (Testing may be conducted to determine the qualifications)
5. **Computer Skills and Certifications:** Professional certification by Microsoft such as Microsoft Certified Systems Administrator (MCSA), or Microsoft Certified Application Developer (MCAD), or Microsoft server certifications is required. Certification in CompTia Network + or CompTia Security + or CompTia A+ is required. Excellent

knowledge on Microsoft Suite applications is required. (Testing may be conducted to determine the qualifications)

6. **Skills and Abilities:** Must be able to demonstrate good understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with officials. Good technical skills to troubleshoot, diagnose and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain user-friendly, positive support and encourage maximum automation of post. Must have outstanding customer service skills and good communication skills both written and orally to or with users, managers and colleagues.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application, including mentioning USEFM or Veteran status.

HIRING PREFERENCE ORDER:

- 1) USEFM who is ALSO a preference-eligible U.S. Veteran
- 2) USEFM OR a preference-eligible U.S. Veteran
- 3) FS on LWOP

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current Ordinarily Resident employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizens EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised position within the first 90 calendar days of their

employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

HOW TO APPLY

Interested candidates for this position must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website; plus,
2. Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process.
3. All Ordinarily Residents (OR) must provide work and residency permits.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office – Vacancy Announcement No. 16-18

NEC Building # 783

Demetrio Basilio Lakas Avenue

Monday through Thursday from 8:00 a.m. to 12:00 noon

2:00 p.m. to 4:00 p.m.

Friday from

8:00 a.m. to 12:00 noon

or

Via email to: panamaembjobs@state.gov

Subject line: 16-18 – COMPUTER MANAGEMENT ASSISTANT

POINT OF CONTACT

Human Resources Office

FAX: (507) 207-7011

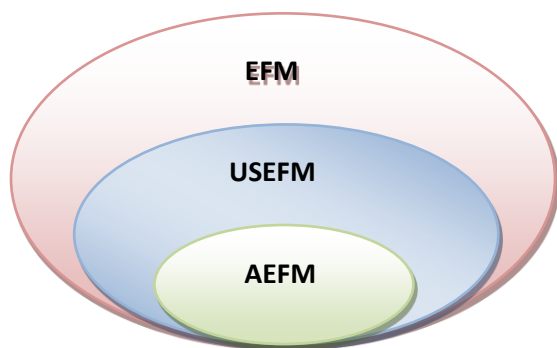
Email address: panamaembjobs@state.gov

CLOSING DATE FOR THIS POSITION: March 27, 2016

The US Mission Panama provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

- 1) **Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:
 - U.S. Citizen or not a U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse or same-sex domestic partner when such child is expected to be under legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian; **or**
 - Parent (including stepparents and legally adoptive parents) of the employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51

percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**

- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority

2) U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

3) Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- Is a U.S. citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Is listed on the travel orders or approved Form [OF-126](#) of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

4) Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria:

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; **and**
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form OF-126 of a sponsoring employee.

5) **Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; **or**
- Has diplomatic privileges and immunities; **and**
- Is eligible for compensation under the FS or GS salary schedule; **and**
- Is **not** a citizen of the host country; **and**
- Does **not** ordinarily reside in the host country; **and**
- Is **not** subject to host country employment and tax laws; **and**
- Has a U.S. Social Security Number (SSN).

6) **Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; **or**
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; **and/or**
- Is subject to host country employment and tax laws.

Cleared:

ISC: DSierra

HRO: WWilliams

HRS: MDevega

FMO: MCurtis